NAVY AIR FORCE INTERFACE (NAFI)

NAFI IPT
02 May 2002

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IPT Agenda

- User and System Statistics
- EDA Trouble Tickets
- NAFI Hardware Redundancy
- NAFI Updates
- Miscellaneous Issues
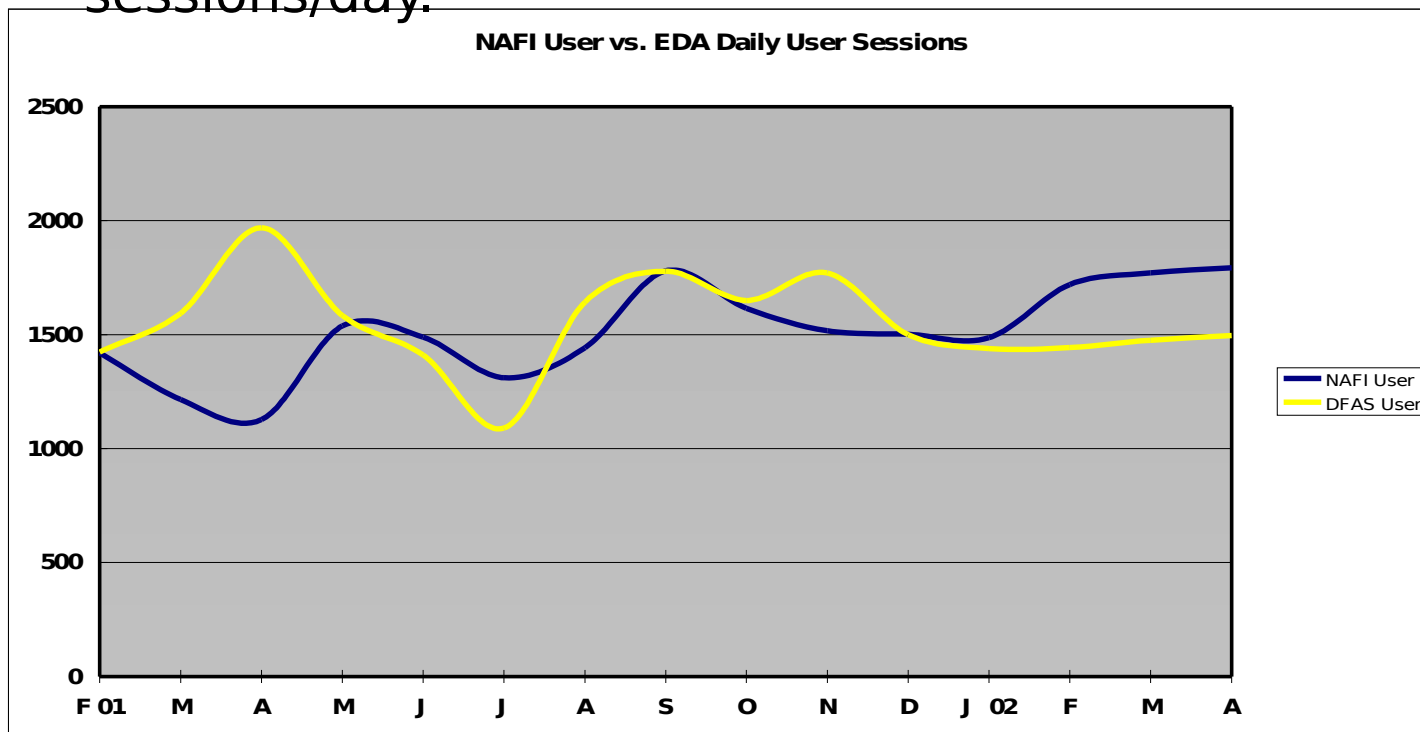- Future Meetings

NAFI Accessibility Statistics

- Number of NAFI Usage issues very low, compared with the amount of usage the system is getting.
- System usage continues to grow while user issues have leveled:
  - Average Help Desk Contacts = 162/week
  - NAFI User Sessions = 1900/week
  - Less then 2% of user sessions result in Help Desk contact
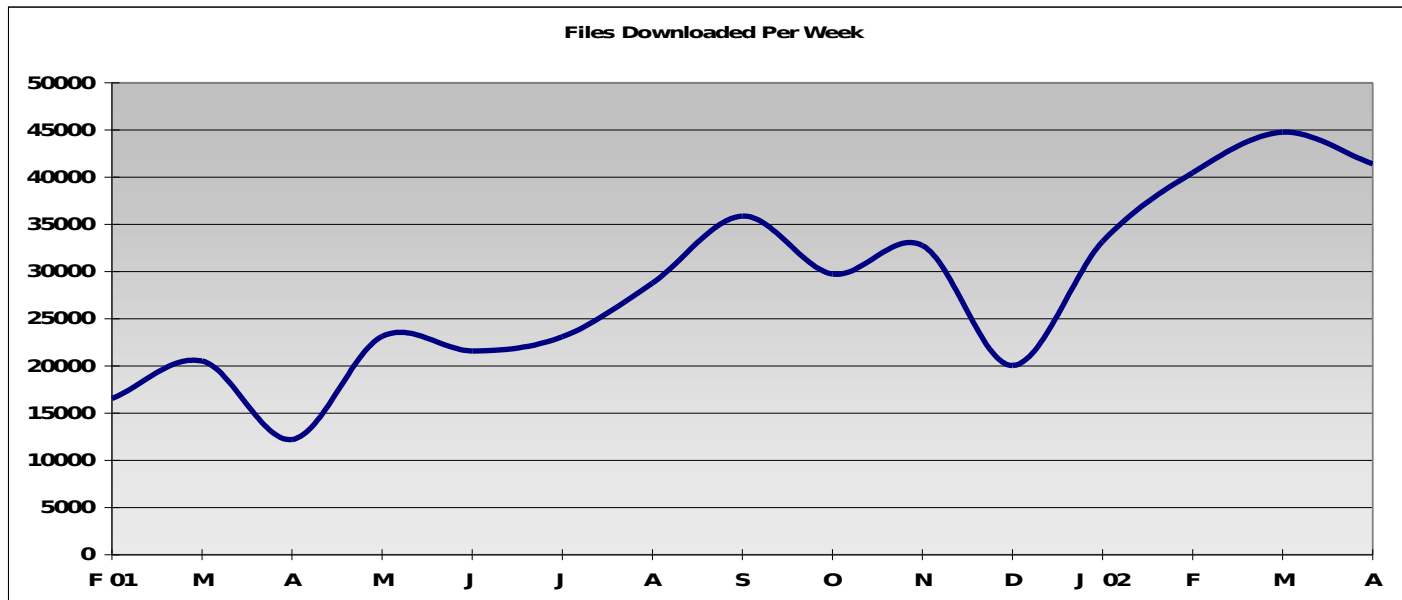
System Statistics

- DFAS Users Sessions and Navy and Air Force User Sessions each hover around 1500-1800 User Sessions per day for a total of approximately 3,300 user sessions/day.

NAFI User vs. EDA Daily User Sessions

Legend:
- NAFI User
- DFAS User

X-axis: F 01, M, A, M, J, J, A, S, O, N, D, J 02, F, M, A

Y-axis: 0, 500, 1000, 1500, 2000, 2500

System Statistics

- A steady increase in the number of total NAFI files downloaded over the last year shows that DFAS and NAFI users are relying more on NAFI.

Files Downloaded Per Week

EDA Trouble Tickets

- Resolution rate of EDA TT's has remained steady in last two months with 60 tickets resolved.
    - Strong consistent progress shown by sites with approximately 300 tickets resolved since July '02.
    - Currently, 82 open tickets are assigned to NAFI.
- Please ensure that all tickets sent to NAFI in a "Resolved" Status do have all issue(s) contained in ticket remedied.
- Resolution of tickets must continue to be a top priority within all claimants.
- Spreadsheet Notes:
    - Please include Lonnie Symonette (**note new email address**), symonette.lailanie@hq.navy.mil, along with Meg, on **ALL** TT correspondence. Lonnie is assisting with TT maintenance and resolution.

EDA Trouble Tickets

- **Current Ticket Statistics (as of 05/01/02)**
  - Most of current tickets require Activity to resolve.
  - More issues occur at Activities not utilizing NAFI Automated Interfaces.

Claimant	Ticket Total	% of total
AF	47	57%
NAVAIR	8	10%
NAVCENT	1	1%
NAVFAC	0	0%
NAVSEA	13	16%
NAVSUP	3	4%
ONR	0	0%
SPAWAR	2	2%
SSP	2	2%
USMC	6	7%
Total	82	

NAFI Hardware Redundancy

- Within the next month, NAFI is planning to purchase redundant firewalls and switches for NAFI Production and Failover Environment.
  - Every NAFI switch and firewall will have back-up.
- Benefits of having redundant switches and firewalls in Production and Failover environment:
  - If primary firewall or switch fails, secondary will take over responsibility immediately.
    - Will be no interruption in service to NAFI user or to DFAS user.
- SBM is currently beginning procurement process.

NAFI Updates

- NAVSEA Migration
  - Phase One and Two completed.
  - Awaited completed index file from NAVSEA to begin migration of Phase 3 data to NAFI and EDA.
- USMC DNS MOA
  - DNS Entries in USMC DNS server working correctly and serving correct requests to other DNS servers.
    - During Indian Head maintenance when primary DNS was unavailable, USMC DNS entries picked up responsibility and served up correct DNS requests.
- DoDEDA COOP Flag Implementation
  - EDA has implemented capability to access NAFI Failover on demand.
  - DoD EDA will no longer require assistance from NAFI Team when access to NAFI Failover is needed by DFAS.

NAFI Updates Con't

- NAFI Policy question
  - How would claimants like to handle "Change of Name Agreements"?
  - Global Search and Replace?
  - Cage Codes must be updated in NAFI System.
- Pay DoDAAC Consolidation
  - 3 DFAS Pay DoDAACs have been consolidated into one DFAS Pay DoDAAC.
  - NAFI performing global "Search and Replace" on all affected indices.
    - NAFI will prohibit outdated Pay DoDAACs from being entered through manual and web upload.
  - Expect update to be released to NAFI production by Thurs. May 2., COB.

Miscellaneous Issues

- Manual users entering Mod/DO index data incorrectly in NAFI – affects the way index data is sent from NAFI to DoD EDA and continues to affect DFAS Payment.
  - Please be sure that manual sites are aware that Contract Number, DO and Mod info must be loaded into separate NAFI index fields with the appropriate number of characters in each.
- Manual Users Uploading incorrect contracts/mods to indices.
  - DFAS not able to make payment when incorrect contract loaded into NAFI.
  - Issue will result in TT that will be forwarded to claimant POC.
- Manual Users- Please contact Natasha Herring (herring.natasha@hq.navy.mil) to begin NAFI Automated Interface Testing
  - Fewer errors reported when interfaces utilized and process is much less time consuming for site.

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Future IPT Dates

- Scheduled IPT Dates
  - Thursday, 8/01/02 (9:00-9:30)
  - Thursday, 9/05/02 (9:00-9:30)
  - Thursday, 10/03/02 (9:00-9:30)???